

**DTV Hotline and FCC Consumer Call Center**  
**IVR Menu**  
**(1-888-CALLFCC)**

**Greeting:**

Thank you for calling the DTV Hotline and FCC Consumer Center. Our options have changed.

**Option 1: English/Spanish**

To continue in English, please press 1.

Para continuar en Español Oprima numero 2.

**Quality Assurance:**

For quality assurance, your call may be monitored or recorded.

**Option 2: DTV/Non-DTV**

If your call concerns any aspect of the Digital TV Transition including the converter box coupon program, please press 1.

For all other non-Digital Transition matters, please press 2.

**Zip Code:**

To better serve you please enter your 5 digit home zip code.

**Zip Verification:**

You entered XXXXX. If this is correct, please press 1. If not, please press 2.

**Main Menu Message:**

The DTV Hotline has been established to assist you during the DTV transition. Regulations require all full power broadcast stations to switch to digital. Please have a pen and paper ready to capture important phone numbers and web information.

Please make your selection after all four options have been played.

**Main Menu Options:**

During the DTV Transition you have several options:

**Main Menu Option 1:** To apply for a DTV converter box coupon, please press 1.

**Main Menu Option 2:** For information on where to purchase a digital converter box, please press 2.

**Main Menu Option 3:** If you would like to speak to a representative for assistance, please press 3.

To repeat this menu please press \*.

**Response to Main Menu Option 1: Coupon**

The program is now accepting applications to replace coupons that have expired and were not redeemed.

To repeat this menu, please press \*. To return to the main menu, please press #. To apply for a converter box coupon, please press 1. If you need additional support, please press 9.

**Response to Main Menu Option 2: Retailer Info**

Converter boxes and antennas are sold at many retail locations in your area. Best Buy, K-Mart, Radio Shack, Sears, Target, Wal-Mart. Best Buy and Radio Shack offer 800# help desk service as well as in store assistance for DTV support. For Best Buy call 1(877) 229-3889. For Radio Shack call 1(800) 843-7422.

To repeat this menu, please press \*. To return to the main menu, please press #. If you received the information you need, please press 1. If you need additional support, please press 9.

**Response to Main Menu Option 3: Agent Queue**

Please hold for the next available representative.

**Sign-off:**

Thank you for calling The DTV Hotline and FCC Consumer Center.